

5010 EDI Frequently Asked Questions

General Questions

1. What is 5010 and what does it mean to you?

The Centers for Medicare & Medicaid Services (CMS) has mandated that on January 1, 2012, the standards for electronic health care transactions must change from version 4010/4010A1 to version 5010.

All electronic health care transactions currently submitted to, or returned from MassHealth in the 4010/4010A1 version will be impacted. This includes the following transactions:

- 270/271;
- 276/277;
- 837P;
- 837I;
- 835;
- 997;
- 834; and
- 820.

Additionally, the new 999 acknowledgement transaction (replacing 997) will be implemented along with the other 5010 changes.

While MassHealth will not support the submission of 5010 production files before the implementation date of January 1, 2012, we will conduct testing with active submitters (those submitters who have submitted claims within the last year) before the 5010 implementation date.

2. When is 5010 effective?

5010 must be implemented by January 1, 2012. All submitters must send their electronic transactions in the new format as of this date. MassHealth will not accept or process any 5010 transactions in production before January 1, 2012.

3. What are the benefits of the new 5010 standards?

There are many benefits to the new 5010 HIPAA standards. These benefits include but are not limited to the following:

- NPI use is clarified; and
- 4010 shortcomings have been addressed to improve the transactions. The new standards will lay the foundation for the use of the ICD-10 (i.e., field length changes), which will be implemented on October 1, 2013.

4. Do I have to participate in this new standard?

The federal government issued a final rule to modify mandated HIPAA transactions. This stated that, by January 1, 2012, all trading partners must conduct electronic business using the new standards. Click on the following link to view a copy of the [Federal Register](#) that outlines this final rule.

All entities (i.e., trading partners) that submit electronic transactions to MassHealth must adhere to these new standards. This includes billing intermediaries and software vendors, and applies to submitters using a national provider identifier (NPI), as well as providers that are defined as atypical by MassHealth.

Those entities that submit paper claims or use the MassHealth Provider Online Service Center (POSC) will also be impacted. We will notify you of these changes once they have been fully processed. They will be posted at www.mass.gov/masshealth/5010 when available.

5. Where can I get further information on the federal requirements for 5010?

HIPAA implementation guides for version 5010 are called TR3s (Type Report 3) and are available on the Washington Publishing Company's Web site at <http://www.wpc-edi.com/content/view/817/1>.

Additional information is available on the CMS Web site, including documents for each transaction that list each loop, segment, and data element for both versions 4010A1 and 5010. Click on the following link for a side-by-side comparison:
<https://www.cms.gov/ElectronicBillingEDITrans/Downloads/ClaimStatus4010A1to5010.pdf>.

[All Provider Bulletin 205](#), dated August 2010, and [All Provider Bulletin 208](#), dated January 2011, also describe how MassHealth is addressing the 5010 change.

Questions about the Timeline to Prepare

1. When should submitters prepare for 5010?

MassHealth recommends that you start to prepare for 5010 now, and suggests that you contact your software vendor or billing intermediary, if you use one, to see what steps they are taking to prepare for 5010 for payers such as MassHealth.

MassHealth also suggests that you read all available information about 5010 posted by MassHealth and other payers to help you prepare. This includes reading the companion guides and billing instructions (once posted) to assess the impact to your organization. Some changes may take time to implement and may require training.

2. What documentation is MassHealth providing to help submitters prepare for this implementation?

MassHealth is updating all the HIPAA companion guides for transactions that MassHealth currently supports to reflect the changes for 5010. MassHealth is also updating the billing instructions and other related materials that may be impacted. The updated billing instructions and companion guides are available on the MassHealth 5010 Web page at www.mass.gov/masshealth/5010.

MassHealth is also providing implementation preparation information on its Web site.

Additionally, all impacted Web pages and billing tips used to support 5010 will be updated to reflect necessary changes.

3. What is MassHealth's testing timeline?

MassHealth will conduct testing in three phases as described below.

Testing Phase	Who Is Involved in This Testing Phase?	Time Period
Beta	Selected targeted submitters that represent a cross-section of entire MassHealth submitter population	July – August 2011
Vendor	All software vendors and billing intermediaries	September – October 2011
Trading Partner	All other trading partners	October – December 2011

Further information about testing can be located in a section further along in this document.

4. Will all the 5010 transactions that MassHealth supports be tested in the testing phases?

No. The 834 and 820 transactions will be tested with managed care entities during the September-through-November time frame. All other MassHealth-supported 5010 transactions will be tested within the aforementioned timelines.

5. Will MassHealth allow entities to submit both the current 4010 and the new 5010 transactions in production *before* the mandated implementation date of January 1, 2012?

MassHealth will **not** accept 5010 production transactions, or any paper claims modified to accommodate 5010 requirements, before January 1, 2012. MassHealth strongly urges you to update your systems, as applicable, work with your software vendor or billing intermediary, as applicable, and test so that you will be ready for 5010 on January 1, 2012.

6. Will MassHealth allow entities to submit the current 4010 *after* the mandated implementation date of January 1, 2012?

MassHealth will **not** accept or process 4010 production transactions received after December 31, 2011. 4010 transactions received after that date will be rejected upon receipt. Submitters who request a TA1 but submit a 4010 file in error will receive the standard TA1 response.

7. Will MassHealth provide updates on the status of where billing intermediaries and software vendors are with their testing?

As with the NewMMIS implementation in 2009, MassHealth will post a status of billing intermediaries and software vendors, and their progress with 5010 testing. If a billing intermediary or software vendor submits electronic transactions for you, please check with them on the status of their testing, or view the posting on our Web site. Providers who use a billing intermediary or software vendor will not need to test for those electronic transactions that their entity submits on behalf of that provider.

8. Does MassHealth know who my current billing intermediary and/or software vendor is?

It is the responsibility of providers to report any changes to their data after they have been initially enrolled in MassHealth. To report any changes, please e-mail your update to edi@masshealth.net with the following information:

- your MassHealth provider ID;
- your NPI;
- the name of your billing intermediary or software vendor;
- the effective date that you started doing business with the billing intermediary of the software vendor;
- what transactions they are authorized to do on your behalf; and
- the name or MassHealth provider ID of the billing intermediary or software vendor.

9. How will submitters know when they can send test transactions to MassHealth?

MassHealth will contact you to set up a time to begin testing. To help prepare for this, you can contact MassHealth's EDI unit to give your contact information (name, phone number, and transactions you want to test with), so we can be better prepared.

If you have further questions or concerns about testing or other 5010 questions, you can contact MassHealth by one of the following options.

- Call 1-800-841-2900. (A separate toll-free number will be provided when testing begins.)
- Send an e-mail to edi@mahealth.net.

10. How will submitters send in test transactions to MassHealth?

Details on how to submit test transactions to MassHealth will be posted at www.mass.gov/masshealth/5010. MassHealth will provide documentation on how to submit test transactions on the POSC.

Test transactions that are sent to MassHealth should include a representative sample of the various types of transactions that you would normally conduct with MassHealth. The size of the claim file should be between 25-50 claims.

Test transactions will be submitted to a separate test environment. Any 5010 test transaction submitted to the current production environment (i.e., HTS, POSC) will be rejected.

11. Will MassHealth accept the base or the errata version of the 5010 transaction?

All 5010 transactions received by MassHealth must comply with the errata version as of January 1, 2012.

12. Which transactions should be tested with MassHealth before submitting 5010 transactions as of January 1, 2012?

MassHealth EDI staff will work with you to determine which transactions are considered mandatory, and which transactions are optional. Each submitter and provider should test with transactions that represent their scope of current electronic transactions with MassHealth.

13. Will MassHealth generate 999s and TA1s for files submitted during testing?

Yes. MassHealth will generate 999s and TA1s that are requested, for all testing phases, per guidance in our companion guides.

14. Will MassHealth generate 835s for claims submitted during testing?

Yes. MassHealth will generate 835s for all testing phases.

15. Can a billing provider submit a claim using a P.O. box?

5010 does not allow the use of a P.O. box on a claim. The DBA of the billing provider must be entered in Loop 2010AA.

16. Will MassHealth edit files for Type 3 and Type 4 Errors, based on SNIP rules?

MassHealth will edit compliance of electronic file submissions for these levels of errors. Any compliance failures at these levels will return a 997R.

17. How will MassHealth recognize that a submitter is sending in a test transaction and not a production transaction?

In April 2011, MassHealth provided details on how MassHealth will distinguish between a test and production electronic transaction. For testing purposes, you will continue to use the NPI that you have on file today.

18. How will I know if my testing is done and I'm ready for 5010 on January 1, 2012?

You can validate the progress of your testing when you have received a 999 acknowledgement file. The receipt of a 999 acknowledgement file does not mean you have successfully submitted a file to MassHealth, only that you have reached a certain phase of testing.

MassHealth will provide each trading partner (i.e., you, if you submit a test to MassHealth directly, or the billing intermediary/software vendor that you work with), a written acknowledgement when you have completed testing for the 5010 implementation of January 1, 2012, for each specific transaction you conduct a test for.

19. Is MassHealth working with other payers and organizations to help prepare for 5010?

MassHealth is working with other major payers and organizations in Massachusetts in sharing ideas and plans for 5010. This includes Blue Cross Blue Shield of MA, Harvard Pilgrim, Tufts, NHP, Network Health, Boston HealthNet, Fallon, and NEHEN. MassHealth also works with various state agencies to coordinate the implementation of 5010.

20. Will MassHealth require a new trading partner agreement (TPA) for the new 5010 standards?

No. MassHealth will continue to require TPAs only at the time of enrollment, recredentialing, or for any other business reason.

21. Will ICD-10 codes be implemented at the same time as 5010?

No. While 5010 helps trading partners prepare for the ICD-10, it will not be implemented until October 1, 2013.

22. If I have further questions whom can I call?

If you have further questions or concerns about preparing for 5010, you can contact MassHealth by one of the following options.

- Call 1-800-841-2900. (A separate toll-free number will be provided when testing begins.)
- Send an e-mail to edi@mahealth.net.

Questions about Notable Changes for 5010 That Will Impact MassHealth

There are a number of changes that will impact MassHealth providers when transitioning from 4010 to the new 5010 standards. MassHealth has outlined a number of these changes in [All Provider Bulletin 208](#). This is not an all-inclusive list of changes but it highlights the more significant changes that will impact MassHealth.

Questions about 5010 Implementation Updates, Training, and Education That Are Currently Available to Help Prepare for the 5010 Implementation

1. How will MassHealth communicate the status of the 5010 implementation as January 1, 2012, approaches?

MassHealth will provide constant updates at our Web site at www.mass.gov/masshealth/5010.

MassHealth will also provide updates on 5010 through

- periodic provider bulletins;
- provider association meetings;
- periodic conference calls; and
- updates to the banner page on the remittance advice.

2. What kind of documentation will be available to support the 5010 implementation?

Communications by MassHealth will be provided on multiple fronts. MassHealth will post important documents about 5010 and our progress at www.mass.gov/masshealth/5010. The site will include documentation such as

- companion guides;
- billing instructions;
- provider bulletins;
- billing tips;
- testing instructions;
- status of billing intermediary and software vendor testing, by each entity; and
- training and educational information.

MassHealth has outlined current 5010 plans in various documents that can be found at www.mass.gov/masshealth/5010.

3. If I have further questions whom should I contact?

If you have further questions or concerns about preparing for 5010, you can contact MassHealth by one of the following options.

- Call 1-800-841-2900. (A separate toll-free number will be provided when testing begins.)
- Send an e-mail to edi@mahealth.net.

If this document did not include something that you feel would be a common issue among submitters, please contact us with your ideas.

4. Is there a question we should have included in this document that we missed?

If you have a question that you feel many other providers would ask about MassHealth's approach to 5010, send us an e-mail at edi@mahealth.net with your suggested questions.